

JOB DESCRIPTION

Associate, Property Operations – Century Square

General Description

The Associate, Property Operations is responsible for the overall day-to-day administrative and organizational operations of the property management office.

General Areas of Responsibility

- Continuously strive to provide the highest level of quality and service to our owners and clients
- Successfully execute the property management policies and procedures related to the development and ownership of the property
- Make recommendations to the Assistant Property Manager, Property Manager and General Manager regarding new ideas and procedures to streamline operations
- Work on multiple projects, with varying priority levels and meet the agreed upon objectives
- Assist and work closely with other groups to facilitate successful execution of company and asset objectives

Focus Areas of Responsibility

- Process weekly vendor payments in Avid; research accounts payables and receivables
- Prepare and deliver monthly tenant billbacks as required
- Research vendors and prepare bid requests and contracts
- Maintain proper Certificates of Insurance for all tenants and vendors and provide insurance requirements for property
- Maintain fire safety plan and emergency plans and handbooks
- Provide current tenant and vendor contact lists to property management and security on a regular basis; request contact updates at least once a year from all tenants.
- Manage Building Engines; dispatch and respond to tenants with work order status
- Answer incoming phone calls
- Provide administrative support to management team members
- Provide customer service to tenants and assist as needed
- Manage electronic files on MIA
- Communicate with security, housekeeping and engineering staff
- Create budget for office operations accounts
- Order office and kitchen supplies

- Maintain all office equipment in running condition; administer office equipment contracts and leases; contact vendors for new bids; renegotiate contracts, as necessary
- Process incoming and outgoing mail via U.S. mail, overnight carriers, and messenger services
- Provide mail boxes/keys to new tenants; prepare and distribute tenant manuals and welcome letters
- Set up Google Alerts to receive up-to-date news and information on tenants and vendors
- Communicate with tenants on monthly basis via email regarding Century Square calendar of events, events, and construction updates
- Create and manage Outlook contacts

Qualifications

- Bachelor's degree required from an accredited institution in Management, Finance or Economics
- Client service-oriented attitude
- Excellent verbal and written communication skills
- Strong organizational and prioritization skills
- Advanced computer software skills
- Strong work-ethic
- Experience with MS Office Word, Excel, PowerPoint and Outlook, Yardi, and Adobe Acrobat; ability to perform internet research and to design flyers and other graphics

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills:

Must possess effective written and oral communication skills, including strong spelling, proofreading, editing, knowledge of proper punctuation and grammar.

Other Skills and Abilities:

- Ability to manage all information with the highest degree of confidentiality
- Ability to manage multiple priorities in a fast-paced, deadline-oriented environment
- Ability to follow written and oral instructions
- Exceptional follow-through skills
- Fiscally responsible and uses reasoned judgment
- Ability to plan ahead and think "outside the box"

Reasoning Ability

Ability to think analytically, define problems, collect data, establish facts, and draw valid conclusions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.